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98-67

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Federal Communications Commission
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Presented by:

Randy Murbach

Sprint Account Manager

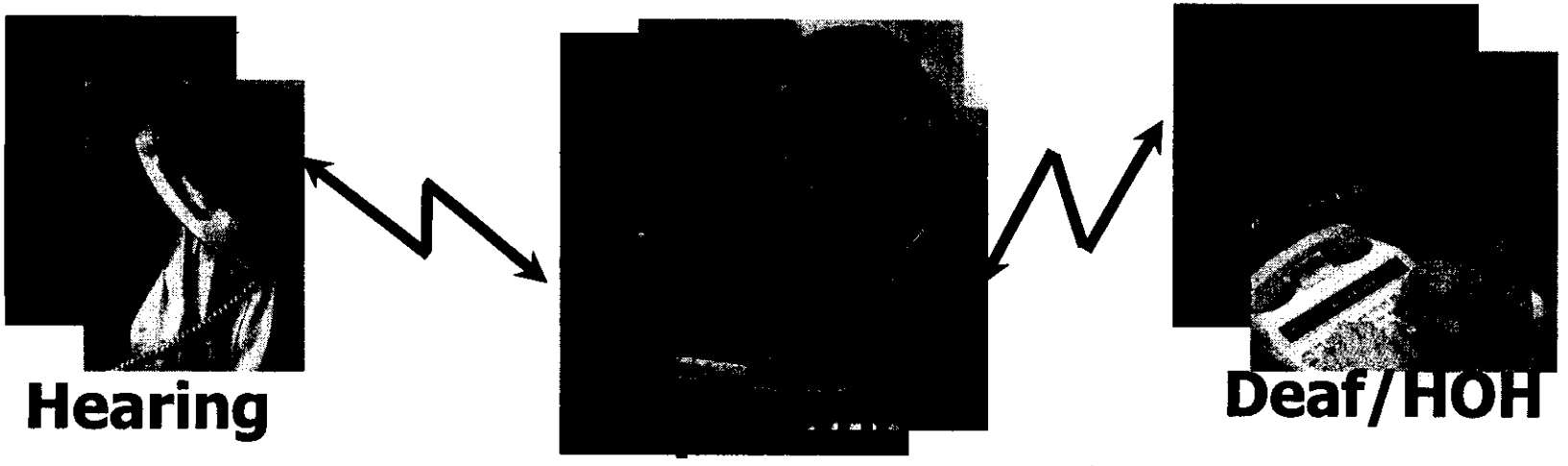
GSA

Sprint

[redacted]

- The Federal Relay by GSA was established under the Public Law 100-542 of the Telecommunications Accessibility Act of 1988, ensuring that FTS (federal technology service) is fully accessible.

- A telecommunication service that provides equal access for all U.S. residents and Federal Government employees. Acts as intermediaries for telecommunications between hearing individuals and individuals who are deaf, hard-of-hearing and/or have speech disabilities.



GSA

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Sprint

- **National Partnership**
  - **Sprint and CSD**
- **Video Relay Service (VRS)**
  - **FEDVRS**
- **Video Remote Interpreting (VRI)**

GSA

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FEDERAL RELAY

www.c-s-d.org

CSD is a private, non-profit organization dedicated to the provision of broad-based services that ensures accessibility and increases public awareness of issues affecting deaf and hard of hearing individuals.

Based in Sioux Falls, South Dakota, CSD is Sprint's largest telecommunication relay operations vendor and the world's largest human service provider for and by deaf and hard of hearing individuals. CSD currently has nearly 2500 employees in 36 offices throughout the United States.

GSA

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[redacted]

- Provide local support for Web Cam requests in conjunction with Sprint

- Provide Web Cam installation support and VRS training locally

- Provide support to Sprint on TRS/VRS/SRO related activities

GSA

[redacted]

Sprint

Sprint is a global communications company serving more than 26 million business and residential customers worldwide.

Based in Overland Park, KS, Sprint is the nation's leading provider of telecommunications relay services (TRS) with over a decade of experience. The U.S. Government, 29 states and the Commonwealth of Puerto Rico currently rely on Sprint to operate 10 relay centers.

www.sprint.com/relay

GSA

Sprint

- POC for any issues related to TRS, VRS, and SRO

- Facilitates requests for presentations, advertising and marketing related functions of VRS, and SRO and coordinate with CSD office

- Coordinates Web Cam approval with local CSD facility

- Responsible to market USAVRS – USA Video Relay Service while CSD provides VRS operations

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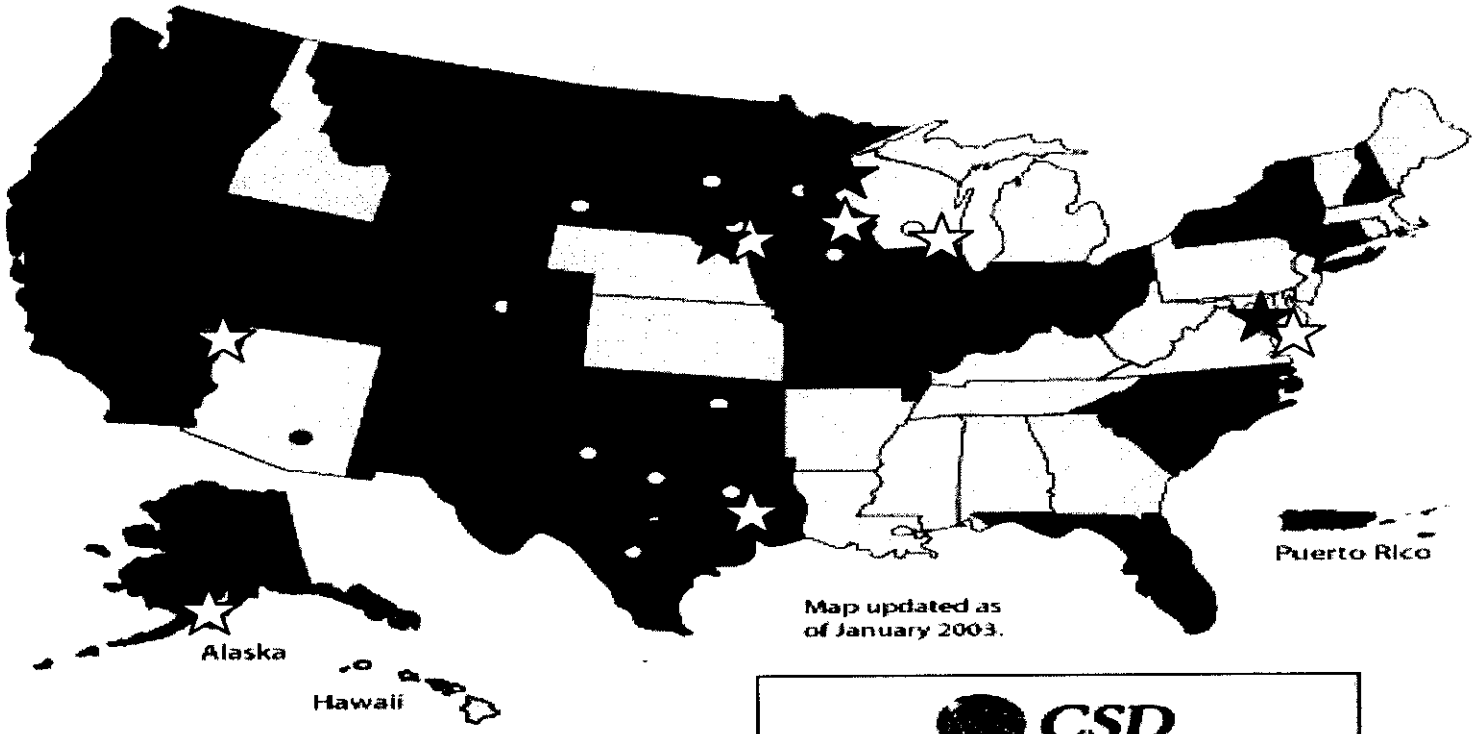

Legend
~ Outreach Offices
~ Human Services

CSD

States Served and Facility Locations

- States served by CSD/Sprint
- Equipment Distribution Call Center
- Human Services Field and Branch Offices
- CSD Relay Telecommunications Centers
- CSD Video Relay Centers

GSA

[redacted]

Sprint

- **Sprint** and **Communications Service for the Deaf (CSD)** have formed an alliance to offer Federal Video Relay Service - **FEDVRS**.

- FEDVRS initiated the first nationwide Video Relay Service (VRS) for the deaf and hard-of-hearing federal employees, which provides customers the ability to use American Sign Language (ASL) in visual conversations over advanced phone networks.

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[redacted]

- Austin, TX
- Denver, CO
- Seattle, WA
- Wheaton, MD
- Rochester, NY
- More sites being developed nationally
- Center size is smaller than traditional

- Have PC at home?
- High speed access at home (cable/DSL)?

- Have web cam or VTC (videoconference) at work?
- Used Video Relay before?

GSA

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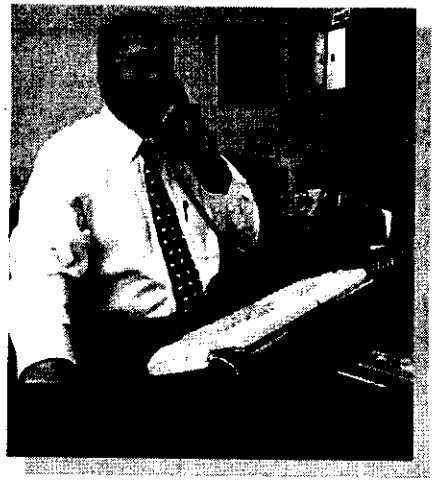

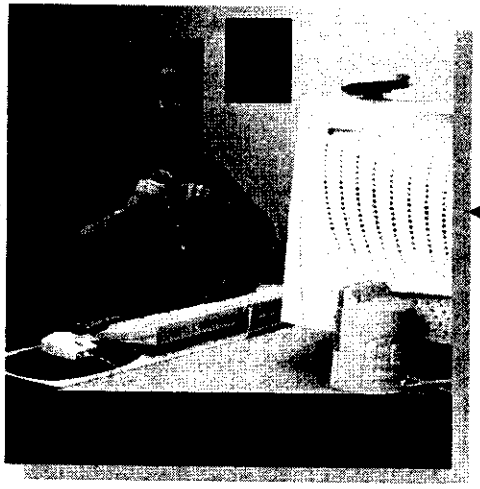

a) Connect to www.fedvrs.com. Enter your user name & password.

b) Type the number you wish to dial or select from the "use my phonebook" list.

c) Click the "Dial link which will display a message that says: "connected to the call center."

d) You should now see yourself & the VI in both video boxes.

e) You may provide the VI with the number to dial in text chat or ASL as prompted.

f) Upon connection, begin conversation with hearing person you have called.

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- Service enhancement to traditional TTY Relay Service
- Allow American Sign Language (ASL) Users to communicate in their native language
- Increased communication Speed
- Enhanced communications, with use of facial expression & body language cues
- Removal of communications barriers for slow typists and/or exclusive ASL users
- Ability to interrupt
- Ability to work efficiently with automated telephone transfer systems

- **VRS Operating Hours:**

  24 hours, 7 days a week, 365 days a year

- **Spanish Hours:**

  Tuesdays:..... 2pm - 10pm Eastern Time

  Thursdays:.....10am - 6pm Eastern Time

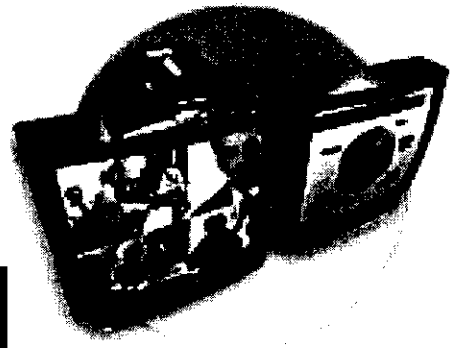
[redacted]

FEDERAL RELAY

[redacted]

- **Voice Access:**
  1-866-410-5787

- **ISDN Access:**
  - 1-877-352-5300 (up to 384K)
  - 1-866-660-7977 (up to 384k)
  - Monday - Friday 8:00 am to 11 pm Central
  - No weekend hours



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Sprint

- Local
- Long Distance (domestic)
- Toll-Free (800,877,866) Calls
- Directory Assistance

Toll ($) Charges do not apply

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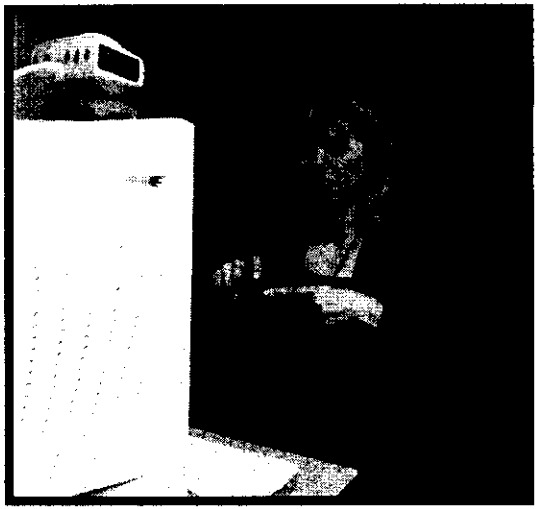
- Choice of VI gender *(Female & Male)*
- VRS Voice carryover *(VCO)*
- Customer Preferences *(i.e. greeting)*
- Chat Option *(during call)*

- Provide Sign-to-Voice and Voice-to-Sign Interpreting/transliterating services via Video Conferencing Technology
- Certified by state certification Level III or above, NAD Level 4/5 or RID CI/CT/CSC
- 3-5 Years of Interpreting Experience in a variety of settings
- Strong understanding of Deaf Culture
- Familiarity with Windows-based software
- Maintain Strict Consumer Confidentiality
- Sensitivity to Consumer Needs
- VI Training Similar to TRS Operators



[redacted]

VIs give culturally appropriate visual cues to show transition between ***Operator*** and ***Video Interpreting Mode***

✪ **Operator mode (call set up):** Shifting body and averting eye contact approximately 45 degrees from video view

✪ **Video Interpreting Mode (actual conversation):** When the call is connected, the VI shifts body to face the video caller, and establish eye contact

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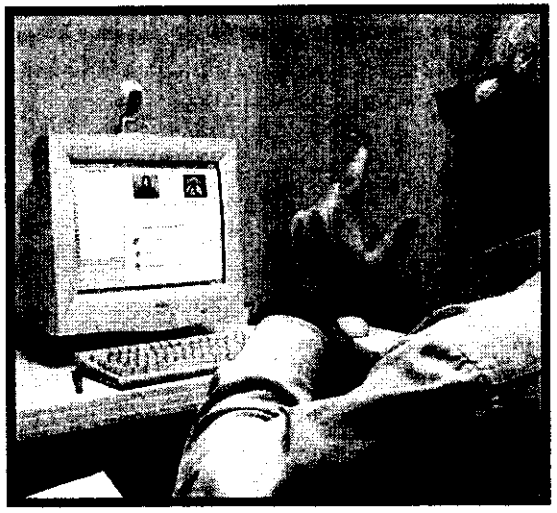
"The video caller has precedence *(priority)* in the entire call process"



- Consumers are in control of their VRS calls
- Conversations between hearing party and ASL video caller is natural

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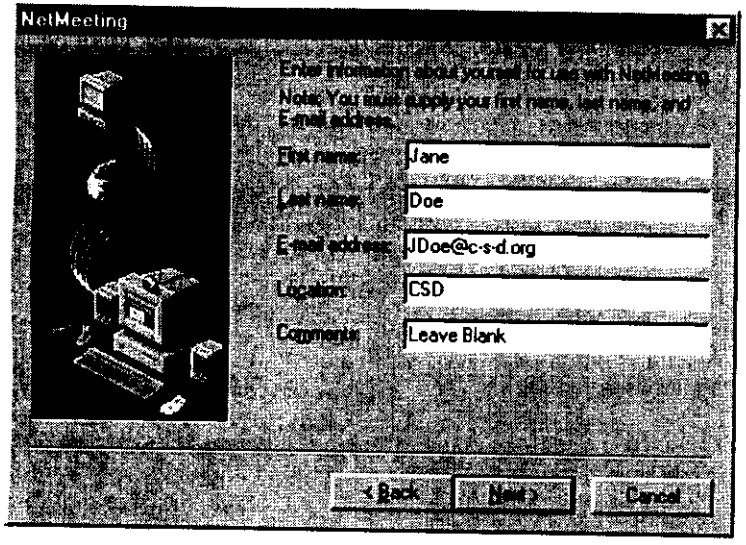
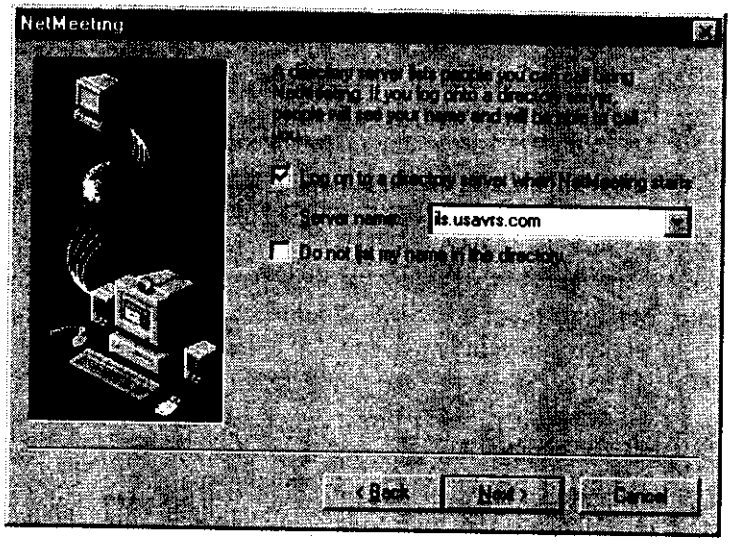
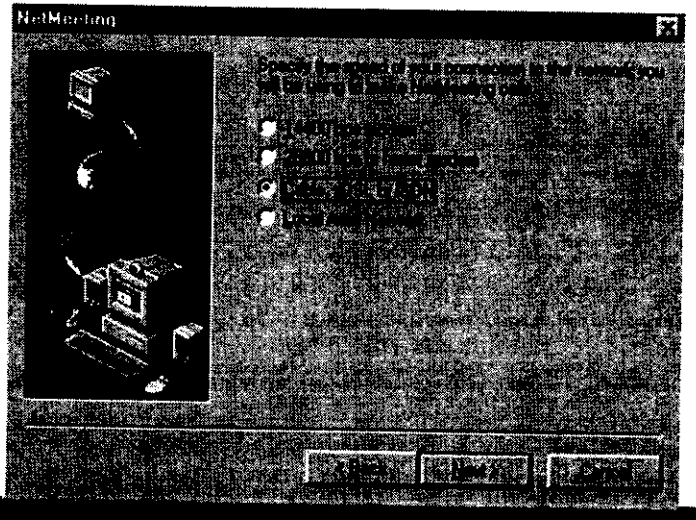
- Internet High speed (h.323):
  - DSL (128kbps upload min.)
  - Cable Modem
- Minimum transmission speed of 128kbps for optimal video quality
- USB port
- Pentium III, IV and 500 MHz or faster
- 16MB or more video card
- Windows 98, ME, 2000 or XP
- Microsoft Internet Explorer™
- Microsoft™ Netmeeting™ Software (in Windows)
- MAC with VideoLink Pro (h.323) software by Smith Micro, Inc.
- Minimum of 128 MB RAM or more

Note: Netscape browser access is currently being under development





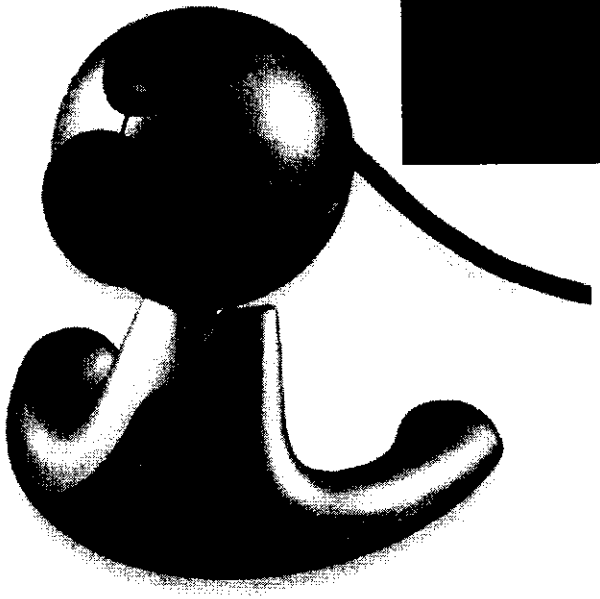


Note: These are just a selection in a number of steps needed to complete set-up.

[redacted]

- Installing a Video Camera at home is very simple.
- All you have to do is follow the instruction from the video camera box. *TIP: Do not plug in the camera before you install the software from the CD.*
- After installation, Sign on to www.fedvrs.com.
- A NetMeeting Box may appear. Proceed with filling out the necessary information.
- The NetMeeting gives you video conference capability.

[redacted]



Note: This product is one of the recommended cameras. Sprint/CSD does not necessarily endorse this product.

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Sprint

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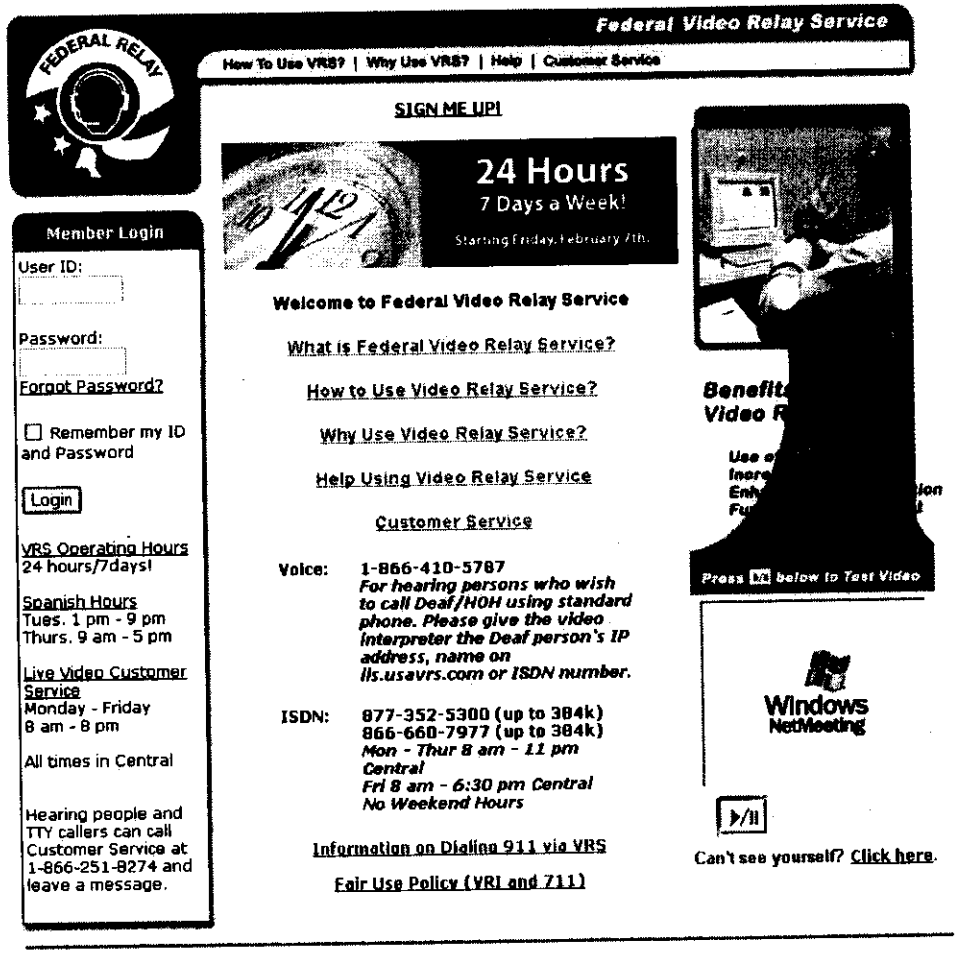

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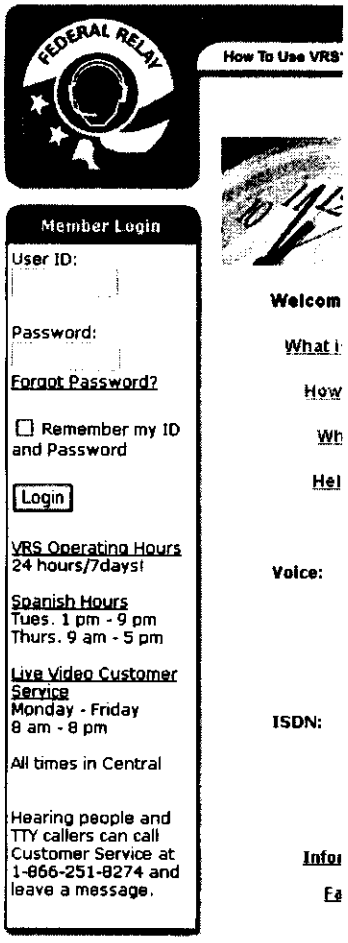

1. New users, click on "Sign Me Up!"
2. Complete all the appropriate fields
3. After your form is approved, you can immediately log in using your new username and password.
4. A message will be sent to your email address shortly, to confirm your new username and password.

[redacted]

Federal Video Relay Service

My Account | My Phone Book | How To Use VRS? | Help | Customer Service | Log Out

Espanol Click Here For a Spanish Speaking Agent

Click here for Customer Service

Enter a number you would like to dial:

[redacted]

( ) - ext. Dial

---- or ----

Select one in your phone book:

[redacted]

Dominos (585) 666-7777

Mom (202) 585-1940

You may select one of greetings when the phone is answered:

[redacted]

No Greeting

Please verify the state that you are calling from is accurate: dc Update

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CSD Video Relay Service

GSA

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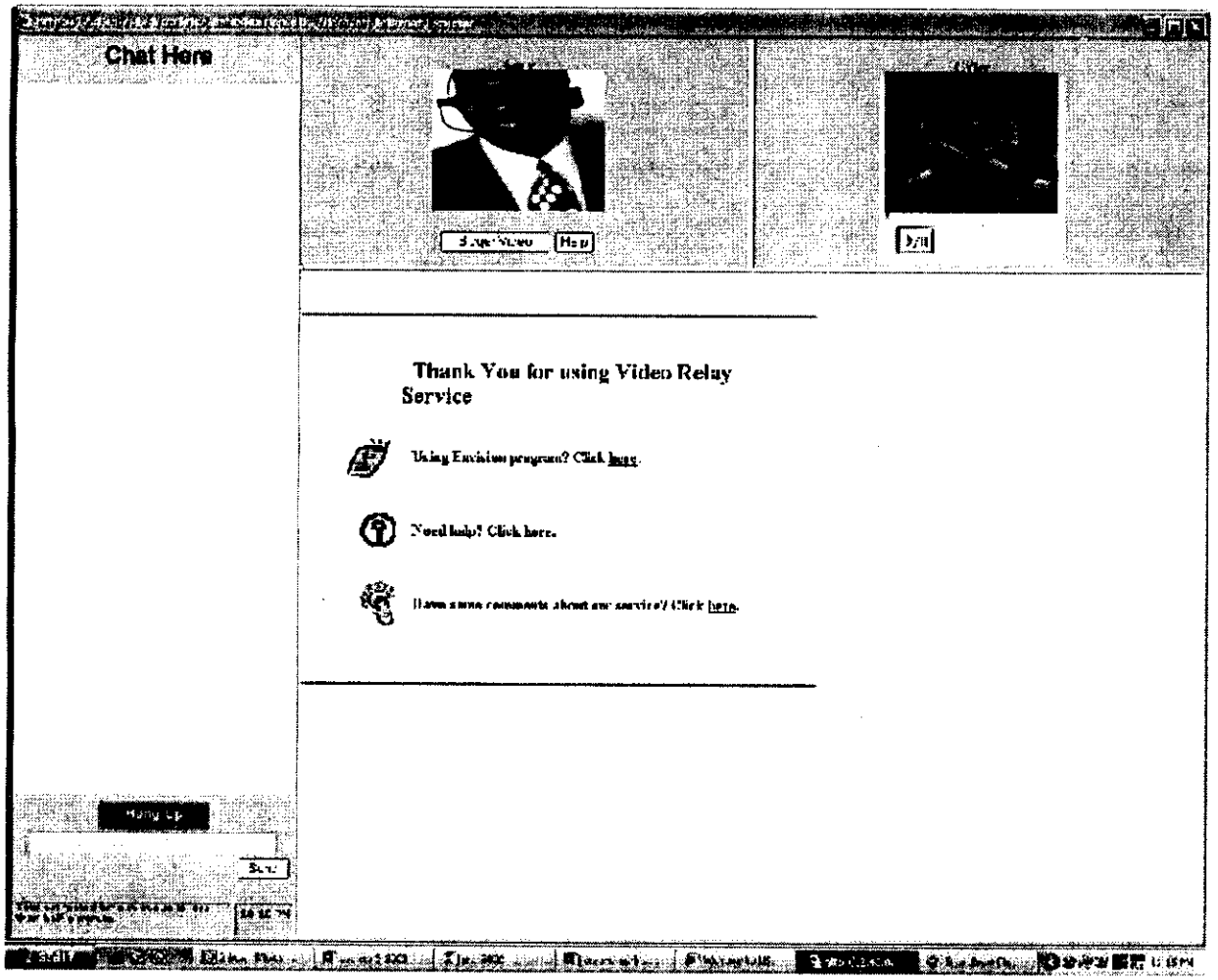
Chat Here
Help
Thank You for using Video Relay Service
Using Envision program? Click here.
Need help? Click here.

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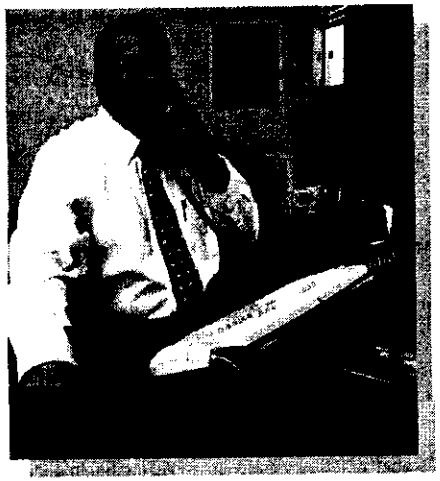
FEDERAL RELAY



a) Dial 1-866-410-5787.

b) The Voice User will give the VI the IP number, the ISDN phone number(s), or the name of the Deaf or Hard of Hearing person on the ILS directory.

c) The VI will connect the Voice user call to the Deaf or hard of hearing person.

d) The VI will voice everything that deaf person signs to the Voice User.

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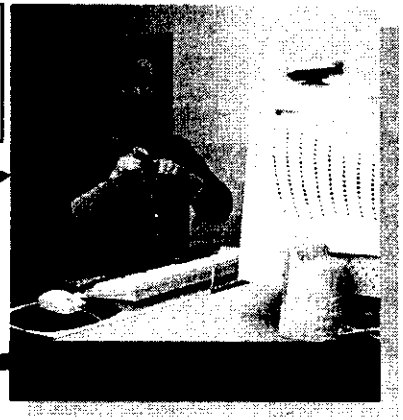
VRS User calls Video Relay Service and ask for VI to call back on the voice line.

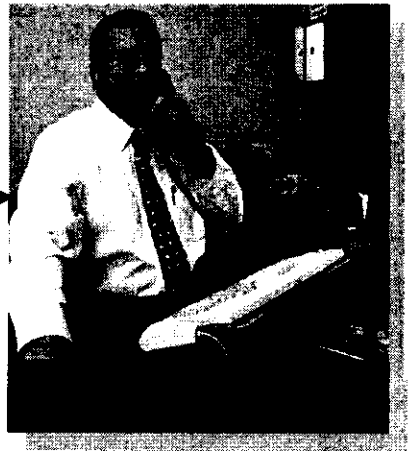
VI listens & signs the voice response

High Speed Line for signing transmission



VI calls back on Voice line

VRS User calls Hearing person on voice line.



Hearing Person speaks & listens

a) Connect to www.fedvrs.com

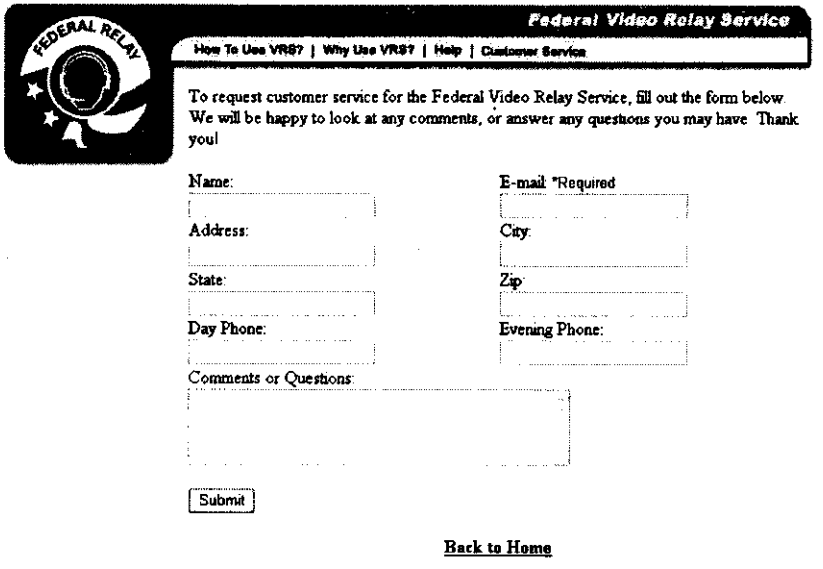
b) Tell the VI that you want VCO & provide the telephone number you wish to call plus your voice telephone number.

c) The VI will then call your voice number to connect you to the hearing person you are calling.

d) Speak directly to the hearing person on your voice line.

e) The VI will sign what the hearing person says to you.

- Live Representative
- Ability to transfer from the VI position
- Available on-line via www.fedvrs.com site
- Will respond to your inquiry via e-mail within 24 hours



Federal Video Relay Service

How To Use VRS? | Why Use VRS? | Help | Customer Service

To request customer service for the Federal Video Relay Service, fill out the form below. We will be happy to look at any comments, or answer any questions you may have. Thank you!

Name: E-mail: *Required

Address: City:

State: Zip:

Day Phone: Evening Phone:

Comments or Questions:

Submit

Back to Home

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CSD Video Relay Service

Live Customer Service Hours:

Mondays – Fridays 8am - 8pm

(All times are in Central)

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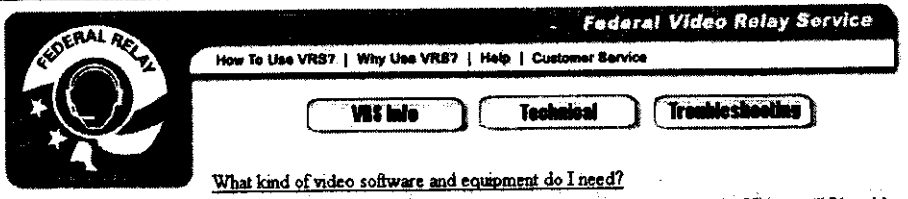
Help with using USAVRS:

- **VRS information**
- **Technical**
- **Troubleshooting**



Technical

What kind of video software and equipment do I need?
If I have different video software, such as Envision™ or Polycom® ViaVideo, will I be able to connect to www.fedvrs.com?
What kind of computer do I need?
Can my Macintosh connect to Video Relay Service?
What kind of Internet connections do I need?
What is DSL?
What is Cable Modem?
Can I use a 56k modem on regular phone line?
What is a firewall?
Can I use www.fedvrs.com with a home router?
What is my IP address?

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What kind of video software and equipment do I need?

You will need a video camera installed in your computer. After you have purchased your video camera, follow the video camera's instructions in the manual. To buy a good quality video camera, you could go to stores such as Best Buy, Circuit City, CompUSA or any computer store. Make sure that when you buy a video camera with a CCD sensor, it is within the technical specifications listed on the box. You want to avoid CMOS sensors, since this type may slow down your video conference capabilities. The recommended cameras that have CCD sensors are:

- Use existing LAN (no firewall)

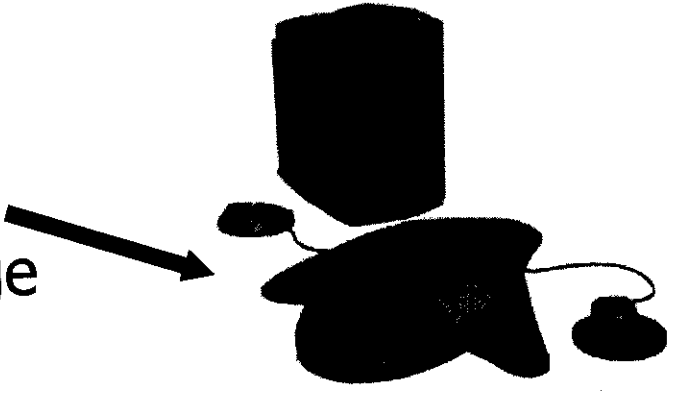
  Note: Private and public network [h.323]

- Use dedicated high speed (DSL or Cable) [h.323]

- Use existing VC system in agency [h.320]

- Web cam (Logitech) available through CAP

- Contacting internal/external customers via phone
- Making personal calls (i.e. Dr., daycare, auto repair)
- Emergency meeting, join via teleconference phone or bridge



- Phone consultation with supervisor or colleagues
- Many more...

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[redacted]

- Useful in areas with lack of qualified interpreters nearby or short assignments (up to 30 mins) that are <u>non-telecommunication</u> related

- Requires access to VTC (h.320) or IP (h.323)

- Initiation fee range from $-0- to $5,000

- Per minute rate range from $1.75 and $3

GSA

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[redacted]

	VRI (remote)	VRS (relay)
Availability	Business Hours (M-F)	24/7/365
Advance notice	2 to 24 hours	None
Service cost (recurring)	$1.75 to $3 a minute	$-0-
Set-up cost (one-time)	$80 to $4,000	Same
Purpose	Non-telecommunications access	Telecommunications access

GSA

Sprint

FEDERAL RELAY

[redacted]

Sprint

Randy Murbach, Federal Relay Account Manager

(202) 585-1900 (Voice), (800) 597-9009 TTY, (202) 585-1841 Fax

E-mail address: randy.g.murbach@mail.sprint.com

GSA

Pat Stevens, Federal Relay Program Manager

(703) 306-6308 Voice

E-mail address: patricia.stevens@gsa.gov

FRS Website Address www.fts.gsa.gov/frs

GSA

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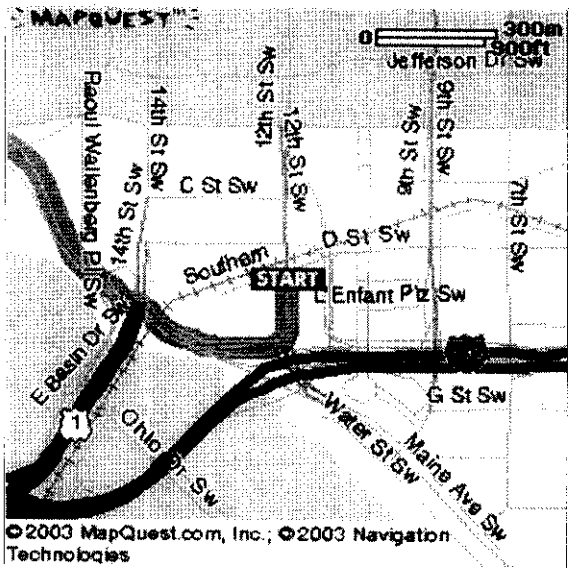

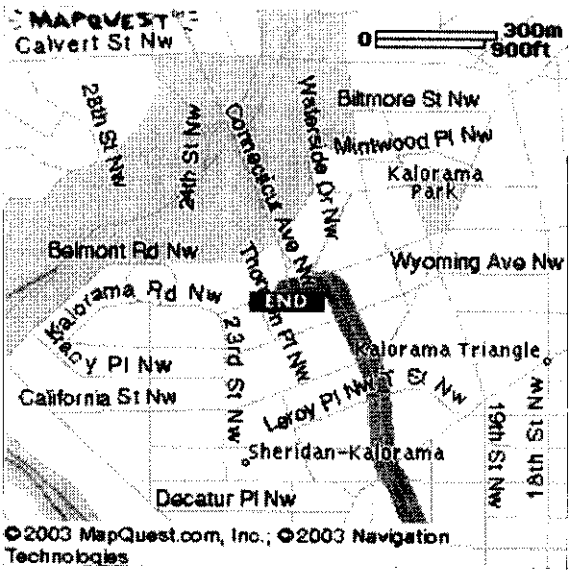

NAVTECH ON BOARD

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